



STATE OF IOWA
MASTER AGREEMENT
 Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 06-19-2008
 EXPIRATION DATE: 06-18-2013
 PAGE: 1 of 4

VENDOR:

IT SOLUTION SPECIALISTS
2806 Ridge Dr

Allison Park, PA 15101
USA

VENDOR CONTACT:

David Herzog

PHONE: 412-580-7501 **EXT:****EMAIL:** dherzog@itss-ltd.com**FOB****ISSUER:**

ASHLEY SUPER

PHONE: 515-281-7073**EMAIL:** ashley.super@iowa.gov**Contract For:** CONSULTING, IT SEE ATTACHED DOCUMENTS

Contract to furnish IT consulting and staff augmentation pursuant to the specifications, terms and conditions of sealed bid #BD80200S102 on file with the Department Of Administrative Services, GSE Purchasing Division, Hoover Building, Level A, Des Moines, Iowa 50319-0105. For complete instructions on how to use this contract, see the attached file regarding rules or contact The Department of Administrative Services, General Services Enterprise. This contract is for all ITQ service categories. Contact: Dave Herzog-Principal IT Solution Specialists, Ltd. 2806 Ridge Dr. Allison Park, PA 15101 412-580-7501 412-202-2496 Fax dherzog@ITSS-LTD.com rating: 8.43, Categories 2, 4, 6, 8, 9 PCQT #: _____

RENEWAL OPTIONS**FROM** 06-19-2013 **TO** 06-18-2015**FROM** 06-19-2015 **TO** 06-18-2017**AUTHORIZED DEPARTMENT**

ALL

SUB Other Governmental Entities

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		STATE OF IOWA	
CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.) IT SOLUTION SPECIALISTS, LTD.		AGENCY NAME IA DEPT. OF ADMINISTRATIVE SERV.	
BY (Authorized Signature) <i>David A. Herzog</i>	Date Signed 7-7-2008	BY (Authorized Signature) <i>Laurie Hoing</i>	Date Signed 6/26/08
Printed Name and Title of Person Signing DAVID A HERZOG		Printed Name and Title of Person Signing LAURIE HOING, PA III	
Address 2806 RIDGE DR ALLISON PARK, PA. 15101		Address 1305 E WALNUT, LEVEL A, DSM, IA	

50319



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LINE NO.	QUANTITY / SERVICE DATES	UNIT	COMMODITY / DESCRIPTION	UNIT COST / PRICE OF SERVICE
1	0.00000	91829	Computer Software Consulting Computer Software Consulting	\$0.000000 \$0.000000



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TERMS AND CONDITIONS**Delivery and Acceptance (cont)**

D. Disposition of Rejected item - The vendor must remove at the vendor's expense any item rejected by the State. If the vendor fails to remove that rejected item, the State may dispose of the item by offering the same for sale, deduct any accrued expense and remit the balance to the vendor.

E. Testing After Delivery - Laboratory analysis of an item or other means of testing may be required after delivery. In such cases, vendors will be notified in writing that a special test is being made and that payment will be withheld until completion of the testing process.

Delivery and Acceptance

When an award has been made to a vendor and the purchase order issued, deliveries are to be made in the following manner.

A. Deliveries - All deliveries are to be made only to the point specified on the purchase order. If delivery is made to any other point, it shall be the responsibility of the vendor to promptly reship to the correct location. Failure to deliver procured goods on time may result in cancellation of an order or termination of a contract at the option of the State.

B. Delivery Charges - All delivery charges should be to the account of the vendor whenever possible. If not, all delivery charges should be prepaid by vendor and added to the invoice.

C. Notice of Rejection - The nature of any rejections of a shipment, based on apparent deficiencies disclosed by ordinary methods of inspection, will be given by the receiving agency to the vendor and carrier within a reasonable time after delivery of the item, with a copy of this notice to the General Services Enterprise - Purchasing. Notice of latent deficiencies which would make items unsatisfactory for the purpose intended may be given by the State of Iowa at any time after acceptance.

Termination-Non-Appropriation

Notwithstanding any other provision of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, either through the failure of the State to appropriate funds, discontinuance or material alteration of the program for which funds were provided, then the State shall have the right to terminate this contract without penalty by giving not less than thirty (30) days written notice documenting the lack of funding, discontinuance or program alteration.

Vendor's Property

Notwithstanding provisions of "works made for hire", the vendor shall own all of its pre-existing methods, techniques, and processes, including software and documentation, that it brings to this engagement and shall own all enhancements to these methods, techniques and processes, including software and documentation, that are developed during the course of this engagement ("Vendor's Property") and (b) the vendor shall have the right to retain copies of all materials referred to in "works made for hire" in its files evidencing its services for the Information Technology Enterprise. The vendor agrees to grant the State/ITE a royalty-free, nonexclusive, nontransferable license to use, duplicate and disclose the Vendor's Property for the purposes contemplated by this Agreement.

Works Made for Hire

All information, reports, studies, flow charts, diagrams, and other tangible and intangible material of any nature, whatsoever, produced by the vendor for delivery to the State during the course of this engagement and all copies of any of the foregoing shall be the sole and exclusive property of the State, and all such material and all copies shall be deemed "works made for hire" of which the State shall be deemed the author.

To the extent that the materials are not deemed "works made for hire", the vendor hereby irrevocably grants, assigns, transfers, and sets over to the State all legal and equitable right, title, and interest of any kind, nature or description in and to the materials and the vendor shall be entitled to make absolutely no use of any of the materials except as may be expressly permitted in this Agreement.

Confidentiality

Each party may have access to confidential information of the other party to the extent necessary to carry out their responsibilities under the Agreement and Software License Agreement. Such confidential information shall, at all times, remain the property of the party disclosing the confidential information. Each party shall preserve the confidentiality of the confidential information disclosed or furnished by the other party, and shall maintain procedures for safeguarding such confidential information. Each party shall accept responsibility for providing adequate supervision and training to its agents, employees and any approved contractors and subcontractors to ensure compliance with the terms of this Agreement.

Miscellaneous

The terms and provisions of this contract shall be construed in accordance with the laws of the State of Iowa. Any and all litigation or actions commenced in connection with this contract shall be brought in Des Moines, Iowa, in Polk County District Court for the State of Iowa. If however, jurisdiction is not proper in Polk County District Court, the action shall only be brought in the United States District Court for the Southern District of Iowa, Central Division, providing that jurisdiction is proper in that forum. This provision shall not be construed as waiving any immunity to suit or liability, which may be available to the State of Iowa.

If any provision of this contract is held to be invalid or unenforceable, the remainder shall be valid and enforceable.

Performance Monitoring

For all service contracts, the requirements of Iowa Code sections 8.47 shall be incorporated into final terms and conditions of the contract.

Public Records

The laws of the State of Iowa require procurement records to be made public unless exempted by the Code of Iowa.

Independent Contractor

The vendor is an independent contractor performing services for the State of Iowa, and as such shall not hold itself out as an employee or agent of the State.

Hazardous Material



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All packaging, transportation, and handling of hazardous materials shall be in accordance with applicable federal and state regulations including, but not limited to, the Material Safety Data Sheet provision of O.S.H.A. Hazard Communication Standard 29CFR 1910.1200, and Iowa Administrative Code, Chapter 567.

Records Retention

The vendor shall maintain books, records, and documents which sufficiently and properly document and calculate all charges billed to the State of Iowa throughout the term of this Agreement for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. The vendor shall at, no charge, permit the Auditor of the State of Iowa, or any authorized representative of the State (or where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government) to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records, or other records of the vendor relating to orders, invoices, or payments documentation or materials pertaining to this Agreement.

Taxes

The State of Iowa is exempt from the payment of Iowa sales tax, motor vehicle fuel tax and any other Iowa tax that may be applied to a specified commodity and/or service. Contractors performing construction activities are required to pay state sales tax on the cost of materials. The Iowa Department of Revenue exemption letter will be furnished to a vendor upon request.

Anti-Trust Assignment

For good cause and as consideration for executing this purchase order, the vendor, through its duly authorized agent, conveys, sells, assigns, and transfers to the State of Iowa all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States and the State of Iowa, relating to the particular goods or services purchased or acquired by the State of Iowa pursuant to the using State of Iowa agency.

Warranty

The vendor expressly warrants that all goods supplied shall be merchantable in accordance with the Uniform Commercial Code, Section 2-314 and the Iowa Code, Section 554.2314.

Assignment

Vendors may not assign contracts or purchase orders to any party (including financial institutions) without written permission of the General Services Enterprise - Purchasing.

Nondiscrimination

The vendor is subject to and must comply with all federal and state requirements concerning fair employment and will not discriminate between or among them by reason of race, color, religion, sex, national origin or physical handicap.

Immunity of State/Fed Agencies

The vendor shall defend and hold harmless the State and Federal funding source for the State of Iowa from liability arising from the vendor's performance of this contract and the vendor's activities with subcontracted and all other third parties.

Indemnification

To the extent that goods are not manufactured in accordance with the State's design, the vendor shall defend, indemnify and hold harmless the State of Iowa, the State's assignees, and other users of the goods from and against any claim of infringement of any Letter Patent, Trade Names, Trademark, Copyright or Trade Secrets by reason of sale or use of any articles purchased hereunder. The State shall promptly notify the vendor of any such claim.

Title to Goods

The vendor warrants that the goods purchased hereunder are free from all liens, claims or encumbrances.

Subcontractors

The successful vendor shall be responsible for all acts and performance of any subcontractor or secondary supplier that the successful vendor may engage for the completion of any contract with the State. A delay that results from a subcontractor's conduct, negligence or failure to perform shall not exempt the vendor from default remedies. The successful vendor shall be responsible for payment to all subcontractors and all other third parties.

Force Majeure

Force majeure includes acts of God, war, civil disturbance and any other causes which are beyond the control and anticipation of the party affected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent. These provisions of force majeure also apply to subcontractors or suppliers of the Vendor. Force majeure does not include financial difficulties of the Vendor or any associated company of the Vendor, or claims or court orders that restrict the Vendor's ability to deliver the goods or services contemplated by this Agreement. Neither the Vendor nor the State shall be liable to the other for any delay or failure of performance of this Agreement caused by a force majeure, and not as a result of the fault or negligence of a party.

Remedies upon Default

In any case where the vendor has failed to deliver or has delivered non-conforming goods and/or services, the State shall provide a cure notice. The notice to cure shall state the maximum length of time the vendor has to cure. If after the time period stated in the notice to cure has passed, the vendor continues to be in default, the State may procure goods and/or services in substitution from another source and charge the difference between the contracted price and the market price to the defaulting vendor. The State's Attorney General shall be requested to make collection from the defaulting vendor.

Incorporation

The Request for Proposal and/or bid documents for this project and the vendor's proposal in response to the RFP or Bid together with any clarifications, attachments, appendices, or amendments of the State or the Vendor are incorporated into this Contract by reference as if fully



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set forth in this Contract.

N60

NET 60 DAYS

Original with Signatures

INVITATION TO QUALIFY

Iowa Department of General Services

#BD80200S102, Version 1.0 ISSUED on June 8, 2001

Submitted by:

IT Solution Specialists, Ltd.

Submitted on:

February 03, 2008

Prepared by:

David Herzog - Principal

**IT Solution Specialists, Ltd.
2806 Ridge Dr
Allison Park, PA. 15101
Ph: 412-580-7501
Fx: 412-202-2496**

IT Solution Specialists, Ltd.

Ashley Super, Purchasing Agent III
Iowa Department of General Services, (DGS)
Hoover State Office Building – Level A
Des Moines, Iowa 50319-0105

February 03, 2008

RE: Invitation to Qualify - #BD80200S102 Version 1.0

Dear Ashley,

IT Solution Specialists, Ltd. is pleased to submit the Invitation to Qualify to the State of Iowa.

Our proposal includes categories 2, 4, 6, 8 and 9. We are also requesting you evaluate our proposal as a TSB, as we are a small business and have not included any client references at this time.

The content and format in our response is based on the instructions in the ITQ version 1 (June 8, 2001), Amendment #1 (Oct 10, 2001) and Amendment #2 (March 9, 2004).

I look forward to the opportunity to discuss this proposal in more detail and answer any questions you may have.

Best Regards,

David Herzog-Principal and CEO

IT Solution Specialists, Ltd.
2806 Ridge Dr
Pittsburgh, PA. 15101

412-580-7501 Main Number
412-580-4852 Dave's Cell

Email: dherzog@ITSS-LTD.com

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Non COLLUSION (ITQ EXHIBIT A)

NON-COLLUSION AFFIDAVIT

I, the undersigned, am the person responsible for the preparation of and cost data contained in this response submitted to the STATE in response to this ITQ and certify that:

Cost data has been arrived at independently and without consultation with any other party.

No information regarding this response content has been disclosed to any other party that may be or may potentially be responding to the ITQ with a response.

No attempt has been made to induce or to refrain any other party in responding to this ITQ or to influence the content of their response.

This response and subsequent proposal(s) submitted by my firm to RFPs referring to this ITQ is made / will be made in good faith and not pursuant to any discussions / agreement with any other party.

My firm and its affiliates, subsidiaries, officers, directors and employees are not currently under investigation or been convicted for any act prohibited by federal law involving conspiracy or collusion with respect to bidding on public ITQ and related POs, except as follows:

I understand that any miss-statement in this affidavit is and shall be treated as fraudulent concealment from the STATE of the true facts relating to the response submission for this ITQ.

Name: _____, Position : _____

SIGNATURE: _____ Date : _____

Representing COMPANY NAME: _____

SWORN TO AND SUBSCRIBED BEFORE ME THIS DAY _____ OF 20 _____ .

NOTARY PUBLIC _____ My commission expires: _____

MANDATORY AGREEMENT QUESTIONNAIRE (ITQ EXHIBIT C)

This section consists of a series of questions that must be answered to the affirmative prior to proceeding with development of your response. It confirms your understanding of and agreement to our requirements for submitting a response. Negative responses will disqualify you. Please insert a copy of your answers inside each of your responses.

1. Do you agree that the contents of your proposal(s) will become part of any resulting ITQ and related POs and can not be held confidential? YES ☒ NO ☐
2. Do you agree to submit one original of your proposal, together with two (2) copies and a electronic soft copy on diskette? YES ☒ NO ☐
3. Will you include at least three (3) client references and agree you must attain acceptable scores from references for each service category you are attempting to qualify for **(SEE NOTE AT BOTTOM)** YES ☒ NO ☐
4. Do you agree that you must maintain an acceptable rating by each agency you do work for in order to remain pre-qualified for each service category? YES ☒ NO ☐
5. Do you agree to abide by agency specific requirements as outlined in section 1-25? YES ☒ NO ☐
6. Do you agree that your response will remain valid for at least 120 business days and duration of ITQ and related POs? YES ☒ NO ☐
7. Are you a TSB or do you currently have or have had a contracting role in three (3) projects for each of the categories you are attempting to qualify for? YES ☒ NO ☐
8. Do you agree that if the STATE finds any part of your response to be false, you will be placed on temporary suspension from doing business with the STATE? YES ☒ NO ☐
9. Do you accept the requirements stated in sections 1-19 and 1-21?
YES ☐ NO ☐
10. Will you provide all documents of proof of insurance as required by this ITQ and any related POs? YES ☒ NO ☐
11. Are you aware that the STATE will conduct any and all background checks it deems necessary? YES ☒ NO ☐

SUBMIT COMPLETED COPY INSIDE YOUR RESPONSE.

COMPLETED BY _____

NOTE on #3. At this time, we are requesting to be evaluated as a TSB per ITQ item 1-30. However, we agree with this mandatory requirement when we re-apply to the STATE to seek to remove the conditional acceptance as a TSB.

LOBBYING CERTIFICATION FORM (ITQ EXHIBIT B)

LOBBYING CERTIFICATION FORM

FOR ITQ AND RELATED POSS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of her or his knowledge and belief, that

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress in connection with the awarding of any federal contract or agreement, or the making of any federal grant, loan, or co-operative agreement.

If any funds other than federal appropriated funds have been paid to any person for influencing or attempting to influence the making of federal contracts or federal grants, loans, co-operative agreements, the undersigned will submit full disclosure of lobbying activities showing all details and supporting documents.

The undersigned will require any or all subcontractors to submit a separate lobbying certification and disclosure accordingly.

SIGNATURE: _____ TITLE: _____

COMPNY NAME: _____ DATE: _____

LIST OF CLIENT/SURVEY RECIPIENTS (EXHIBIT D)

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

Although the employees of IT Solution Specialists, Ltd do have numerous references over the past 15 years that may be contacted and can substantiate their work and projects completed, all of the work was performed as employees of other companies prior to joining IT Solution Specialists, Ltd or while employees of ITSS and sub-contracting through another partner company who was the prime contractor to the client.

Therefore at this time, we are not submitting client references, but plan to do so in the near future.

REQUIRED SIGNATURE PAGE (ITQ EXHIBIT F)

The following are two originals of the required signature page.

I / we as undersigned agree to the terms and conditions of the aforementioned ITQ #BD80200S102 and if our response is accepted, to furnish any and all services upon which cost data has been submitted. Any material misstatement in our response shall be treated as fraudulent concealment from the STATE of the facts relating to this ITQ.

Name of Entity / Person Submitting Proposal: _____

Mailing address: _____

Phone: _____ Fax: _____ Email: _____

☐ If Individual: SIGNATURE: _____ Date: _____

Social Security Number: _____

☐ If Partnership: Names -type written: _____ / _____

Social Security Numbers: _____ / _____

SIGNATURES of PARTNERS: _____ Date: _____

_____ Date: _____

☐ If Corporation: Corp ID# _____ State: _____

SIGNATURE: _____ Date: _____

Name and Title -type written: _____

I / we consent to service of process by certified or register mail addressed to our designated legal agent as required by Part 2-13-i of the Terms and Conditions of the ITQ. I / we appoint

_____ at _____ as our agent to receive service of process.

WITNESS SIGNATURE: _____ Title: _____ Date: _____

The STATE of Iowa, acting through the undersigned officer(s), hereby accepts the foregoing response to the ITQ and pre-approves the SP named for agency requests for proposals using this agreement. This acceptance and the SP's response for the above referenced ITQ and related POs, including the terms and conditions of the ITQ constitute a binding contract between the STATE and the SP.

CT _____ Vendor ID# _____ ☐ CONDITIONAL TSB

Evaluation Committee Chairperson _____ Date: _____

DGS Purchasing Div. Administrator: _____ Date: _____

Purchasing Agent / Issuing Officer : _____ Date : _____

I / we as undersigned agree to the terms and conditions of the aforementioned ITQ #BD80200S102 and if our response is accepted, to furnish any and all services upon which cost data has been submitted. Any material misstatement in our response shall be treated as fraudulent concealment from the STATE of the facts relating to this ITQ.

Name of Entity / Person Submitting Proposal: _____

Mailing address: _____

Phone: _____ Fax: _____ Email: _____

☐ If Individual: SIGNATURE: _____ Date: _____

Social Security Number: _____

☐ If Partnership: Names -type written: _____ / _____

Social Security Numbers: _____ / _____

SIGNATURES of PARTNERS: _____ Date: _____

_____ Date: _____

☐ If Corporation: Corp ID# _____ State: _____

SIGNATURE: _____ Date: _____

Name and Title -type written: _____

I / we consent to service of process by certified or register mail addressed to our designated legal agent as required by Part 2-13-i of the Terms and Conditions of the ITQ. I / we appoint

_____ at _____ as our agent to receive service of process.

WITNESS SIGNATURE: _____ Title: _____ Date: _____

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CT _____ Vendor ID# _____ ☐ CONDITIONAL TSB

Evaluation Committee Chairperson _____ Date: _____

DGS Purchasing Div. Administrator: _____ Date: _____

Purchasing Agent / Issuing Officer : _____ Date : _____

PROFESSIONAL/TECHNICAL QUESTIONNAIRE - CATEGORY 2 – PROJECT MANAGEMENT

SUBMIT ANSWERS FOR EACH SERVICE CATEGORY YOU SEEK TO QUALIFY FOR:

1. How do you intend to provide the resources required by this ITQ?

IT Solution Specialists provides resources from several reliable sources. We first determine if any of our employees who have the necessary skills and knowledge, are available to perform the work designated in the open position requirements or project the STATE is requesting. When appropriate, we would work with the STATE to further qualify and quantify the requirements of the project or position to determine the actual scope, job requirements, pre-requisite skills and training, and other factors which allow us to “fine tune” the candidate with the open position.

When IT Solution Specialists does not have a candidate which meets the job requirements, we would look to our extensive network of consultants we have worked with us on past projects and past clients, to see who is available and qualified for the assignment.

We would also utilize our partners we have worked with over the years who have provided trusted and qualified candidates on other projects as well as well known industry alternative sourcing methods to provide the STATE with the best qualified candidate, at the lowest possible price to the STATE.

2. Identify the SP contract administrator and describe the functions that person will perform.

The contract administrator for this ITQ will be:

David Herzog – Principal

2806 Ridge Dr

Allison Park, PA 15101

412-580-7501

dherzog@ITSS-LTD.com

3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

Through active staffing management and regular follow-up with our clients, we make an effort to determine future staffing needs as soon as possible to minimize any adverse impact that unstaffed positions can have on the client timelines. Working with our client contacts, we define the additional requirements, skills needed, the start and duration of the opening.

Using the process in #1 above we provide a short list of qualified candidates and together with appropriate STATE personnel and management, jointly select and agree on the candidate who is most suited to fill the open position.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

On assignments with the STATE where IT Solution Specialists is providing the project management for the effort, we follow industry standard project management methodologies and practices. Problems and issues will always be present with sizeable IT efforts, but the key to preventing them from impacting the project timeline is early detection, assessment, risk analysis and correction.

On past projects, we have used methodologies like PeopleSoft Compass methodology supplemented with the client project methodologies and practices. In some cases, we have used the client methodologies and supplemented it with our methodology, process, and/or techniques.

Early in a project effort, our onsite project manager will work with the internal program management or project manager, to identify the project management processes, standards templates and other key project office components that will be used for the project. We communicate to the project team (both internal STATE team members and consultant team members) the problem management, issues management, status reporting, and risk management processes and techniques that have been agreed upon by the IT Solution Specialists project manager and the STATE.

Regular project team meetings as well as ad-hoc discussions with team members will identify the problems and issues the team members are challenged with. Problems, issues and risks are documented in the issues log and risk log by the project manager and assigned to one or more team members to own the issue or problem.

At regular meetings with the client, either steering committee meetings or other mutually agreed upon meetings the STATE, key issues, key problems, and key risks are discussed with potential solution and mitigation strategies.

The following is a subset of the project management processes or techniques are used to identify and track problems, issues, and risks.

Issue Management

We use the Issue Log as a tool to identify, track and record the resolution of issues that arise during the project. The issues log ensures that every issue is assigned an owner, that each is resolved, and that the solution is communicated to anyone on the team who needs to know the outcome.

Risk Management

Risk Management helps ensure that the project will meet the needs and requirements of your organization by proactively identifying and addressing those variables that could threaten the project's quality, schedule or budget.

Risk Management begins with an initial risk evaluation. The evaluation consists of identifying risks and analyzing and quantifying the probability and severity of consequences if the risk occurred. Subsequent risk evaluations will be conducted every week during the course of the project. In addition, management or any project team member can identify new risks at any time and submit them to the Project Manager(s), who will perform risk management actions for the newly identified risk.

A risk log is maintained and monitored throughout the project.

Project Communication

A communication plan helps to ensure buy-in from various internal groups by planning for the dissemination of information on project goals, timelines and potential issues. The communication plan is reviewed with stakeholders, other project teams if there are dependencies, the Steering Committee members and all core and cross-functional team members. We adhere to written communication as well as periodic team status meetings, and scheduled Steering Committee meetings. We report project status on a weekly basis, at minimum, using our Project Status report.

On Staff Augmentation assignments with the STATE, we are in regular contact with our the STATE personnel and management who are consultants are working directly for, to identify any problems or issues which arise regarding our consultants work quality, quantity or ability to make deadlines. We identify the actual problem, work with our consultant to resolve the problem and keep open communication between all parties, until the problem or issue is resolved.

5. Describe your company's practices in adopting client policies and methods.

IT Solution Specialists, while managing a project team for the STATE, will work with the STATE's internal project management program office, to mutually agree and adopt which methods are best for that particular project. We will make every effort to understand the STATE policies, procedures and methods that may apply to the project and will work with the STATE internal project management and project team to help ensure the policies are being followed.

We understand that each client already has standard IT practices, templates, procedures, methods, etc that they will require the project team to follow, and we make every effort to ensure the project team we are managing (internal STATE employees and external contractors) follow the these requirements.

If the project is a fixed bid or not to exceed, we will discuss the extent to which the STATE wishes for us to utilize their methods or processes, or methodology, so the

appropriate amount of time and cost (less or more) can be factored into the final estimate for the engagement.

For the following questions indicate in each area the extent of knowledge and training your company would be able to offer and whether your company would be able to provide performance with or without guidance, or could teach others.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.
 - a) Mainframes:
IBM MVS, IBM 390, IBM DB/DC, TSO, JCL,
 - b) Midrange / Minicomputer:
HP, AS/400, UNIX, IBM AIX, SUN
 - c) Client / Server / Distributed Systems
Dell, Compaq, HP, IIS, Weblogic, Apache, LDAP
 - d) Desktop:
Window NT, Windows 2000, MS Word, MS Excel, Vision MS Project, MS Powerpoint, MS Office, MS Access
 - e) LAN:
Novel, NT, Token Ring
 - f) Languages and DBMS:
SQL Server, Oracle, DB2, Sybase, VSAM, IMS DB/DC, PHP, Java, COBOL, Visual Basic, C#, C++, Javascript, COBOL400, MS Frontpage, dot.Net,
7. Describe your products / experience with Databases.
 - a) Administration:
Oracle, DB2, SQL Server,
 - b) Application Development tools:
PeopleTools, Visual Studio, MS Access
 - c) End user tools:

Crystal Reports, PeopleSoft PSQuery, Excel, SQL

d) Structure and methodologies:

PeopleSoft Compass Methodology, Yourdon, Alcoa proprietary methodology, Mellon Bank proprietary methodology, SUM Total, PMI PMBOK

e) Other

Expert Choice Decision support software and AHP methodology for making decisions and weighting alternatives

8. What general software applications have you experience in?

PeopleSoft HRMS (releases 5.0, 6.0, 7.0, 7.5, 8.0, 8.3, 8.8, and 8.9), Weblogic web server, Crystal Reports,

9. Please describe any experience and deployed solutions in each of the following specific technologies below.

a) Help desk solutions / technologies

n/a

b) Data development

n/a

c) Data analysis

Performed business analysis and process design on every Peoplesoft implementation and upgrade project.

d) Data modeling

n/a

e) Facilitating and consulting

At Emerson Electric, designed a PeopleSoft Query training class and delivered class to 15 students. Designed and delivered other training classes to clients.

Performed many PeopleSoft technical readiness assessments for clients wanting to upgrade to the newest PeopleSoft release, which highlighted the training, personnel, hardware, application changes, re-customization effort and other factors the client needed to consider before proceeding.

f) Photogrametry and remote sensing

n/a

g) Data collection and clean up mapping

Data mapping, conversion and cleanup on over a dozen PeopleSoft implementation and upgrade projects, including Carlson Companies, Pella Windows, BJ Warehouse, Westfield Insurances, Contra Costa County, Allegheny Port Authority, MTA and others.

h) GIS / ESRI Software / Mapinfo

n/a

i) Electronic Commerce / EDI

Developed numerous interfaces to outside benefit providers, banks, state agencies, and other recipients of data from PeopleSoft HRMS and PeopleSoft Financial applications.

j) Document management

n/a

k) Telecommunications wide area network

n/a

l) Biometrics

n/a

m) Wireless networking

n/a

n) IT staffing

n/a

o) Graphic / web design

n/a

p) Other

n/a

Client References

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

Although the employees of IT Solution Specialists, Ltd do have numerous references over the past 15 years that may be contacted and can substantiate their work and projects completed, all of the work was performed as employees of other companies prior to joining IT Solution

Specialists, Ltd or while employees of ITSS and sub-contracting to a client through another partner company who was the prime.

Some of the clients that we have successfully completed projects for are:

- Carlson Companies (Minnesota)
- BJ Warehouse (Massachusetts)
- Westfield Insurance (Ohio)
- Port Authority of Allegheny County (Pennsylvania)
- Contra Costa County (California)
- Gateway Computers (North Dakota)
- Pella Windows (Iowa)

For Service Category: Project Management

Company Name: IT Solution Specialists, Ltd. **Date:** February 03, 2008

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE

PROFESSIONAL/TECHNICAL QUESTIONNAIRE - CATEGORY 4 – DEVELOPING

SUBMIT ANSWERS FOR EACH SERVICE CATEGORY YOU SEEK TO QUALIFY FOR:

1. How do you intend to provide the resources required by this ITQ?

IT Solution Specialists provides resources from several reliable sources. We first determine if any of our employees who have the necessary skills and knowledge, are available to perform the work designated in the open position requirements or project the STATE is requesting. When appropriate, we would work with the STATE to further qualify and quantify the requirements of the project or position to determine the actual scope, job requirements, pre-requisite skills and training, and other factors which allow us to “fine tune” the candidate for the open position.

When IT Solution Specialists does not have a candidate which meets the job requirements, we would look to our extensive network of consultants we have worked with us on past projects and past clients, to see who is available and qualified for the assignment.

We would also utilize our partners we have worked with over the years that have provided trusted and qualified candidates on other projects as well as well known alternative sourcing methods to provide the STATE with the best qualified candidate, at the lowest possible price to the STATE.

2. Identify the SP contract administrator and describe the functions that person will perform.

The contract administrator for this ITQ will be:

David Herzog – Principal
2806 Ridge Dr
Allison Park, PA 15101
412-580-7501
dherzog@ITSS-LTD.com

3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

Through active staffing management and regular follow-up with our clients, we make an effort to determine future staffing needs as soon as possible to minimize any adverse impact that unstaffed positions can have on the client timelines. Working with our client contacts, we define the additional requirements, skills needed, the start and duration of the opening.

Using the process in #1 above we provide a short list of qualified candidates and together with appropriate STATE personnel and management, jointly select and agree on the candidate who is most suited to fill the open position.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

On assignments with the STATE where IT Solution Specialists is providing the project management for the effort, we follow industry standard project management methodologies and practices. Problems and issues will always be present with sizeable IT efforts, but the key to preventing them from impacting the project timeline is early detection, assessment, risk analysis and correction.

On past projects, we have used methodologies like PeopleSoft Compass methodology supplemented with the client project methodologies and practices. In some cases, we have used the client methodologies and supplemented it with our methodology, process, and/or techniques.

Early in a project effort, our onsite project manager will work with the internal program management or project manager, to identify the project management processes, standards templates and other key project office components that will be used for the project. We communicate to the project team (both internal STATE team members and consultant team members) the problem management, issues management, status reporting, and risk management processes and techniques that have been agreed upon by the IT Solution Specialists project manager and the STATE.

Regular project team meetings as well as ad-hoc discussions with team members will identify the problems and issues the team members are challenged with. Problems, issues and risks are documented in the issues log and risk log by the project manager and assigned to one or more team members to own the issue or problem.

At regular meetings with the client, either steering committee meetings or other mutually agreed upon meetings the STATE, key issues, key problems, and key risks are discussed with potential solution and mitigation strategies.

The following is a subset of the project management processes or techniques are used to identify and track problems, issues, and risks on major projects we manage.

Issue Management

We use the Issue Log as a tool to identify, track and record the resolution of issues that arise during the project. The issues log ensures that every issue is assigned an owner, that each is resolved, and that the solution is communicated to anyone on the team who needs to know the outcome.

Risk Management

Risk Management helps ensure that the project will meet the needs and requirements of your organization by proactively identifying and addressing those variables that could threaten the project's quality, schedule or budget.

Risk Management begins with an initial risk evaluation. The evaluation consists of identifying risks and analyzing and quantifying the probability and severity of consequences if the risk occurred. Subsequent risk evaluations will be conducted every week during the course of the project. In addition, management or any project team member can identify new risks at any time and submit them to the Project Manager(s), who will perform risk management actions for the newly identified risk.

A risk log is maintained and monitored throughout the project.

Project Communication

A communication plan helps to ensure buy-in from various internal groups by planning for the dissemination of information on project goals, timelines and potential issues. The communication plan is reviewed with stakeholders, other project teams if there are dependencies, the Steering Committee members and all core and cross-functional team members. We adhere to written communication as well as periodic team status meetings, and scheduled Steering Committee meetings. We report project status on a weekly basis, at minimum, using our Project Status report.

On Staff Augmentation assignments with the STATE, we are in regular contact with our the STATE personnel and management who are consultants are working directly for, to identify any problems or issues which arise regarding our consultants work quality, quantity or ability to make deadlines. We identify the actual problem, work with our consultant to resolve the problem and keep open communication between all parties, until the problem or issue is resolved.

5. Describe your company's practices in adopting client policies and methods.

IT Solution Specialists, while managing a project team for the STATE, will work with the STATE's internal project management program office, to mutually agree and adopt which methods are best for that particular project. We will make every effort to understand the STATE policies, procedures and methods that may apply to the project and will work with the STATE internal project management and project team to help ensure the policies are being followed.

We understand that each client already has standard IT practices, templates, procedures, methods, etc that they will require the project team to follow, and we make every effort to ensure the project team we are managing (internal STATE employees and external contractors) follow the these requirements.

If the project is a fixed bid or not to exceed, we will discuss the extent to which the STATE wishes for us to utilize their methods or processes, or methodology, so the appropriate amount of time and cost (less or more) can be factored into the final estimate for the engagement.

For the following questions indicate in each area the extent of knowledge and training your company would be able to offer and whether your company would be able to provide performance with or without guidance, or could teach others.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.

- a) Mainframes:

IBM MVS, IBM 390, IBM DB/DC, TSO, JCL,

- b) Midrange / Minicomputer:

HP, AS/400, UNIX, IBM AIX, SUN

- c) Client / Server / Distributed Systems

Dell, Compaq, HP, IIS, Weblogic, Apache, LDAP

- d) Desktop:

Window NT, Windows 2000, MS Word, MS Excel, Vision MS Project, MS Powerpoint, MS Office, MS Access

- e) LAN:

Novel, NT, Token Ring

- f) Languages and DBMS:

SQL Server, Oracle, DB2, Sybase, VSAM, IMS DB/DC, PHP, Java, COBOL, Visual Basic, C#, C++, Javascript, COBOL400, MS Frontpage, dot.Net,

7. Describe your products / experience with Databases.

- a) Administration:

Oracle, DB2, SQL Server,

- b) Application Development tools:

PeopleTools, Visual Studio, MS Access

- c) End user tools:

Crystal Reports, PeopleSoft PSQuery, Excel, SQL

- d) Structure and methodologies:

PeopleSoft Compass Methodology, Yourdon, Alcoa proprietary methodology, Mellon Bank proprietary methodology, SUM Total, PMI PMBOK

e) Other

Expert Choice Decision support software and AHP methodology for making decisions and weighting alternatives

8. What general software applications have you experience in?

PeopleSoft HRMS (releases 5.0, 6.0, 7.0, 7.5, 8.0, 8.3, 8.8, and 8.9), Weblogic web server, Crystal Reports,

9. Please describe any experience and deployed solutions in each of the following specific technologies below.

a) Help desk solutions / technologies

n/a

b) Data development

n/a

c) Data analysis

Performed business analysis and process design on every Peoplesoft implementation and upgrade project.

d) Data modeling

n/a

e) Facilitating and consulting

At Emerson Electric, designed a PeopleSoft Query training class and delivered class to 15 students. Designed and delivered other training classes to clients.

Performed many PeopleSoft technical readiness assessments for clients wanting to upgrade to the newest PeopleSoft release, which highlighted the training, personnel, hardware, application changes, re-customization effort and other factors the client needed to consider before proceeding.

f) Photogrametry and remote sensing

n/a

g) Data collection and clean up mapping

Data mapping, conversion and cleanup on over a dozen Peoplesoft implementation and upgrade projects, including Carlson Companies, Pella

Windows, BJ Warehouse, Westfield Insurances, Contra Costa County, Allegheny Port Authority, MTA and others.

h) GIS / ESRI Software / Mapinfo

n/a

i) Electronic Commerce / EDI

Developed numerous interfaces to outside benefit providers, banks, state agencies, and other recipients of data from PeopleSoft HRMS and PeopleSoft Financial applications.

j) Document management

n/a

k) Telecommunications wide area network

n/a

l) Biometrics

n/a

m) Wireless networking

n/a

n) IT staffing

n/a

o) Graphic / web design

n/a

p) Other

n/a

Client References

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

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- Contra Costa County (California)
- Gateway Computers (North Dakota)
- Pella Windows (Iowa)

PROFESSIONAL/TECHNICAL COST DATA - CATEGORY 4 – DEVELOPING

Cost Data Sheet for ITQ Number #BD80200S102, Version 1.0, Issued June 8, 2001

For Service Category: Developing

Company Name: IT Solution Specialists, Ltd. **Date:** February 03, 2008

DESCRIPTION OF SERVICE	RATE PER HOUR NOT TO EXCEED
Developer	\$165
Sr. Developer	\$185
Jr. Developer	\$145
Engineer	\$165
Sr. Engineer	\$185
Jr. Engineer	\$145
Emerging/Niche Technology	\$175
Sr. Emerging/Niche Technology	\$195
Jr. Emerging/Niche Technology	\$155
	.

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE.

PROFESSIONAL/TECHNICAL QUESTIONNAIRE - CATEGORY 6 – IMPLEMENTATION

SUBMIT ANSWERS FOR EACH SERVICE CATEGORY YOU SEEK TO QUALIFY FOR:

1. How do you intend to provide the resources required by this ITQ?

IT Solution Specialists provides resources from several reliable sources. We first determine if any of our employees who have the necessary skills and knowledge, are available to perform the work designated in the open position requirements or project the STATE is requesting. When appropriate, we would work with the STATE to further qualify and quantify the requirements of the project or position to determine the actual scope, job requirements, pre-requisite skills and training, and other factors which allow us to “fine tune” the candidate with the open position.

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2. Identify the SP contract administrator and describe the functions that person will perform.

The contract administrator for this ITQ will be:

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dherzog@ITSS-LTD.com

3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

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Using the process in #1 above we provide a short list of qualified candidates and together with appropriate STATE personnel and management, jointly select and agree on the candidate who is most suited to fill the open position.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

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On past projects, we have used methodologies like PeopleSoft Compass methodology supplemented with the client project methodologies and practices. In some cases, we have used the client methodologies and supplemented it with our methodology, process, and/or techniques.

Early in a project effort, our onsite project manager will work with the internal program management or project manager, to identify the project management processes, standards templates and other key project office components that will be used for the project. We communicate to the project team (both internal STATE team members and consultant team members) the problem management, issues management, status reporting, and risk management processes and techniques that have been agreed upon by the IT Solution Specialists project manager and the STATE.

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Issue Management

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Risk Management

Risk Management helps ensure that the project will meet the needs and requirements of your organization by proactively identifying and addressing those variables that could threaten the project's quality, schedule or budget.

Risk Management begins with an initial risk evaluation. The evaluation consists of identifying risks and analyzing and quantifying the probability and severity of consequences if the risk occurred. Subsequent risk evaluations will be conducted every week during the course of the project. In addition, management or any project team member can identify new risks at any time and submit them to the Project Manager(s), who will perform risk management actions for the newly identified risk.

A risk log is maintained and monitored throughout the project.

Project Communication

A communication plan helps to ensure buy-in from various internal groups by planning for the dissemination of information on project goals, timelines and potential issues. The communication plan is reviewed with stakeholders, other project teams if there are dependencies, the Steering Committee members and all core and cross-functional team members. We adhere to written communication as well as periodic team status meetings, and scheduled Steering Committee meetings. We report project status on a weekly basis, at minimum, using our Project Status report.

On Staff Augmentation assignments with the STATE, we are in regular contact with our the STATE personnel and management who are consultants are working directly for, to identify any problems or issues which arise regarding our consultants work quality, quantity or ability to make deadlines. We identify the actual problem, work with our consultant to resolve the problem and keep open communication between all parties, until the problem or issue is resolved.

5. Describe your company's practices in adopting client policies and methods.

IT Solution Specialists, while managing a project team for the STATE, will work with the STATE's internal project management program office, to mutually agree and adopt which methods are best for that particular project. We will make every effort to understand the STATE policies, procedures and methods that may apply to the project and will work with the STATE internal project management and project team to help ensure the policies are being followed.

We understand that each client already has standard IT practices, templates, procedures, methods, etc that they will require the project team to follow, and we make every effort to ensure the project team we are managing (internal STATE employees and external contractors) follow the these requirements.

If the project is a fixed bid or not to exceed, we will discuss the extent to which the STATE wishes for us to utilize their methods or processes, or methodology, so the appropriate amount of time and cost (less or more) can be factored into the final estimate for the engagement.

For the following questions indicate in each area the extent of knowledge and training your company would be able to offer and whether your company would be able to provide performance with or without guidance, or could teach others.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.

- a) Mainframes:

IBM MVS, IBM 390, IBM DB/DC, TSO, JCL,

- b) Midrange / Minicomputer:

HP, AS/400, UNIX, IBM AIX, SUN

- c) Client / Server / Distributed Systems

Dell, Compaq, HP, IIS, Weblogic, Apache, LDAP

- d) Desktop:

Window NT, Windows 2000, MS Word, MS Excel, Vision MS Project, MS Powerpoint, MS Office, MS Access

- e) LAN:

Novel, NT, Token Ring

- f) Languages and DBMS:

SQL Server, Oracle, DB2, Sybase, VSAM, IMS DB/DC, PHP, Java, COBOL, Visual Basic, C#, C++, Javascript, COBOL400, MS Frontpage, dot.Net,

7. Describe your products / experience with Databases.

- a) Administration:

Oracle, DB2, SQL Server,

- b) Application Development tools:

PeopleTools, Visual Studio, MS Access

- c) End user tools:

Crystal Reports, PeopleSoft PSQuery, Excel, SQL

- d) Structure and methodologies:

PeopleSoft Compass Methodology, Yourdon, Alcoa proprietary methodology, Mellon Bank proprietary methodology, SUM Total, PMI PMBOK

e) Other

Expert Choice Decision support software and AHP methodology for making decisions and weighting alternatives

8. What general software applications have you experience in?

PeopleSoft HRMS (releases 5.0, 6.0, 7.0, 7.5, 8.0, 8.3, 8.8, and 8.9), Weblogic web server, Crystal Reports,

9. Please describe any experience and deployed solutions in each of the following specific technologies below.

a) Help desk solutions / technologies

n/a

b) Data development

n/a

c) Data analysis

Performed business analysis and process design on every Peoplesoft implementation and upgrade project.

d) Data modeling

n/a

e) Facilitating and consulting

At Emerson Electric, designed a PeopleSoft Query training class and delivered class to 15 students. Designed and delivered other training classes to clients.

Performed many PeopleSoft technical readiness assessments for clients wanting to upgrade to the newest PeopleSoft release, which highlighted the training, personnel, hardware, application changes, re-customization effort and other factors the client needed to consider before proceeding.

f) Photogrametry and remote sensing

n/a

g) Data collection and clean up mapping

Data mapping, conversion and cleanup on over a dozen PeopleSoft implementation and upgrade projects, including Carlson Companies, Pella Windows, BJ Warehouse, Westfield Insurances, Contra Costa County, Allegheny Port Authority, MTA and others.

h) GIS / ESRI Software / Mapinfo

n/a

i) Electronic Commerce / EDI

Developed numerous interfaces to outside benefit providers, banks, state agencies, and other recipients of data from PeopleSoft HRMS and PeopleSoft Financial applications.

j) Document management

n/a

k) Telecommunications wide area network

n/a

l) Biometrics

n/a

m) Wireless networking

n/a

n) IT staffing

n/a

o) Graphic / web design

n/a

p) Other

n/a

Client References

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

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- Contra Costa County (California)
- Gateway Computers (North Dakota)
- Pella Windows (Iowa)

PROFESSIONAL/TECHNICAL COST DATA - CATEGORY 6 – IMPLEMENTATION

Cost Data Sheet for ITQ Number #BD80200S102, Version 1.0, Issued June 8, 2001

For Service Category: Implementation

Company Name: IT Solution Specialists, Ltd. **Date:** February 03, 2008

DESCRIPTION OF SERVICE	RATE PER HOUR NOT TO EXCEED
Developer	\$165
Sr. Developer	\$185
Jr. Developer	\$145
Engineer	\$165
Sr. Engineer	\$185
Jr. Engineer	\$145
Emerging/Niche Technology	\$175
Sr. Emerging/Niche Technology	\$195
Jr. Emerging/Niche Technology	\$155

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE.

PROFESSIONAL/TECHNICAL QUESTIONNAIRE - CATEGORY 8 – ON GOING SUPPORT

SUBMIT ANSWERS FOR EACH SERVICE CATEGORY YOU SEEK TO QUALIFY FOR:

1. How do you intend to provide the resources required by this ITQ?

IT Solution Specialists provides resources from several reliable sources. We first determine if any of our employees who have the necessary skills and knowledge, are available to perform the work designated in the open position requirements or project the STATE is requesting. When appropriate, we would work with the STATE to further qualify and quantify the requirements of the project or position to determine the actual scope, job requirements, pre-requisite skills and training, and other factors which allow us to “fine tune” the candidate with the open position.

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2. Identify the SP contract administrator and describe the functions that person will perform.

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David Herzog – Principal
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3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

Through active staffing management and regular follow-up with our clients, we make an effort to determine future staffing needs as soon as possible to minimize any adverse impact that unstaffed positions can have on the client timelines. Working with our client

contacts, we define the additional requirements, skills needed, the start and duration of the opening.

Using the process in #1 above we provide a short list of qualified candidates and together with appropriate STATE personnel and management, jointly select and agree on the candidate who is most suited to fill the open position.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

On assignments with the STATE where IT Solution Specialists is providing the project management for the effort, we follow industry standard project management methodologies and practices. Problems and issues will always be present with sizeable IT efforts, but the key to preventing them from impacting the project timeline is early detection, assessment, risk analysis and correction.

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5. Describe your company's practices in adopting client policies and methods.

We understand that each client already has standard IT practices, templates, procedures, methods, etc that they will require the consultants to follow, and we make every effort to ensure the consultants we have placed at the STATE, follow the these requirements.

For the following questions indicate in each area the extent of knowledge and training your company would be able to offer and whether your company would be able to provide performance with or without guidance, or could teach others.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.

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IBM MVS, IBM 390, IBM DB/DC, TSO, JCL,
- b) Midrange / Minicomputer:
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Dell, Compaq, HP, IIS, Weblogic, Apache, LDAP
- d) Desktop:
Window NT, Windows 2000, MS Word, MS Excel, Vision MS Project, MS Powerpoint, MS Office, MS Access
- e) LAN:
Novel, NT, Token Ring
- f) Languages and DBMS:
SQL Server, Oracle, DB2, Sybase, VSAM, IMS DB/DC, PHP, Java, COBOL, Visual Basic, C#, C++, Javascript, COBOL400, MS Frontpage, dot.Net,

7. Describe your products / experience with Databases.

- a) Administration:
Oracle, DB2, SQL Server,
- b) Application Development tools:
PeopleTools, Visual Studio, MS Access
- c) End user tools:
Crystal Reports, PeopleSoft PSQuery, Excel, SQL
- d) Structure and methodologies:
PeopleSoft Compass Methodology, Yourdon, Alcoa proprietary methodology, Mellon Bank proprietary methodology, SUM Total, PMI PMBOK
- e) Other
Expert Choice Decision support software and AHP methodology for making decisions and weighting alternatives

8. What general software applications have you experience in?

PeopleSoft HRMS (releases 5.0, 6.0, 7.0, 7.5, 8.0, 8.3, 8.8, and 8.9), Weblogic web server, Crystal Reports,

9. Please describe any experience and deployed solutions in each of the following specific technologies below.

a) Help desk solutions / technologies

n/a

b) Data development

n/a

c) Data analysis

Performed business analysis and process design on every Peoplesoft implementation and upgrade project.

d) Data modeling

n/a

e) Facilitating and consulting

At Emerson Electric, designed a PeopleSoft Query training class and delivered class to 15 students. Designed and delivered other training classes to clients.

Performed many PeopleSoft technical readiness assessments for clients wanting to upgrade to the newest PeopleSoft release, which highlighted the training, personnel, hardware, application changes, re-customization effort and other factors the client needed to consider before proceeding.

f) Photogrametry and remote sensing

n/a

g) Data collection and clean up mapping

Data mapping, conversion and cleanup on over a dozen PeopleSoft implementation and upgrade projects, including Carlson Companies, Pella Windows, BJ Warehouse, Westfield Insurances, Contra Costa County, Allegheny Port Authority, MTA and others.

h) GIS / ESRI Software / Mapinfo

n/a

i) Electronic Commerce / EDI

Developed numerous interfaces to outside benefit providers, banks, state agencies, and other recipients of data from PeopleSoft HRMS and PeopleSoft Financial applications.

j) Document management

n/a

k) Telecommunications wide area network

n/a

l) Biometrics

n/a

m) Wireless networking

n/a

n) IT staffing

n/a

o) Graphic / web design

n/a

p) Other

n/a

Client References

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

Although the employees of IT Solution Specialists, Ltd do have numerous references over the past 15 years that may be contacted and can substantiate their work and projects completed, all of the work was performed as employees of other companies prior to joining IT Solution Specialists, Ltd or while employees of ITSS and sub-contracting to a client through another partner company who was the prime.

Some of the clients that we have successfully completed projects for are:

- | | |
|-----------------------------------|--|
| -Carlson Companies (Minnesota) | -BJ Warehouse (Massachusetts) |
| -Westfield Insurance (Ohio) | -Port Authority of Allegheny County (Pennsylvania) |
| -Contra Costa County (California) | -Gateway Computers (North Dakota) |
| -Pella Windows (Iowa) | |

PROFESSIONAL/TECHNICAL COST DATA - CATEGORY 8 – ON GOING SUPPORT

Cost Data Sheet for ITQ Number #BD80200S102, Version 1.0, Issued June 8, 2001

For Service Category: On Going Support

Company Name: IT Solution Specialists, Ltd. **Date:** February 03, 2008

DESCRIPTION OF SERVICE	RATE PER HOUR NOT TO EXCEED
Help Desk Support	Not bidding on this
On-Site Support (Note 1)	\$195
On-Call Support (Note 1)	\$195
NOTE 1- rate depends on the type of resource providing the support	

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE.

PROFESSIONAL/TECHNICAL QUESTIONNAIRE - CATEGORY 9 – ADMINISTRATION

SUBMIT ANSWERS FOR EACH SERVICE CATEGORY YOU SEEK TO QUALIFY FOR:

1. How do you intend to provide the resources required by this ITQ?

IT Solution Specialists provides resources from several reliable sources. We first determine if any of our employees who have the necessary skills and knowledge, are available to perform the work designated in the open position requirements or project the STATE is requesting. When appropriate, we would work with the STATE to further qualify and quantify the requirements of the project or position to determine the actual scope, job requirements, pre-requisite skills and training, and other factors which allow us to “fine tune” the candidate with the open position.

When IT Solution Specialists does not have a candidate which meets the job requirements, we would look to our extensive network of consultants we have worked with us on past projects and past clients, to see who is available and qualified for the assignment.

We would also utilize our partners we have worked with over the years that have provided trusted and qualified candidates on other projects as well as well known industry alternative sourcing methods to provide the STATE with the best qualified candidate, at the lowest possible price to the STATE.

2. Identify the SP contract administrator and describe the functions that person will perform.

The contract administrator for this ITQ will be:

David Herzog – Principal

2806 Ridge Dr

Allison Park, PA 15101

412-580-7501

dherzog@ITSS-LTD.com

3. Describe how you plan on providing additional personnel if it becomes necessary to properly staff projects.

Through active staffing management and regular follow-up with our clients, we make an effort to determine future staffing needs as soon as possible to minimize any adverse impact that unstaffed positions can have on the client timelines. Working with our client contacts, we define the additional requirements, skills needed, the start and duration of the opening.

Using the process in #1 above we provide a short list of qualified candidates and together with appropriate STATE personnel and management, jointly select and agree on the candidate who is most suited to fill the open position.

4. Describe your company's ability to uniquely address problems and issues related to the service category.

On assignments with the STATE where IT Solution Specialists is providing the project management for the effort, we follow industry standard project management methodologies and practices. Problems and issues will always be present with sizeable IT efforts, but the key to preventing them from impacting the project timeline is early detection, assessment, risk analysis and correction.

On past projects, we have used methodologies like PeopleSoft Compass methodology supplemented with the client project methodologies and practices. In some cases, we have used the client methodologies and supplemented it with our methodology, process, and/or techniques.

Early in a project effort, our onsite project manager will work with the internal program management or project manager, to identify the project management processes, standards templates and other key project office components that will be used for the project. We communicate to the project team (both internal STATE team members and consultant team members) the problem management, issues management, status reporting, and risk management processes and techniques that have been agreed upon by the IT Solution Specialists project manager and the STATE.

Regular project team meetings as well as ad-hoc discussions with team members will identify the problems and issues the team members are challenged with. Problems, issues and risks are documented in the issues log and risk log by the project manager and assigned to one or more team members to own the issue or problem.

At regular meetings with the client, either steering committee meetings or other mutually agreed upon meetings the STATE, key issues, key problems, and key risks are discussed with potential solution and mitigation strategies.

The following is a subset of the project management processes or techniques are used to identify and track problems, issues, and risks on major projects we manage.

Issue Management

We use the Issue Log as a tool to identify, track and record the resolution of issues that arise during the project. The issues log ensures that every issue is assigned an owner, that each is resolved, and that the solution is communicated to anyone on the team who needs to know the outcome.

Risk Management

Risk Management helps ensure that the project will meet the needs and requirements of your organization by proactively identifying and addressing those variables that could threaten the project's quality, schedule or budget.

Risk Management begins with an initial risk evaluation. The evaluation consists of identifying risks and analyzing and quantifying the probability and severity of consequences if the risk occurred. Subsequent risk evaluations will be conducted every week during the course of the project. In addition, management or any project team member can identify new risks at any time and submit them to the Project Manager(s), who will perform risk management actions for the newly identified risk.

A risk log is maintained and monitored throughout the project.

Project Communication

A communication plan helps to ensure buy-in from various internal groups by planning for the dissemination of information on project goals, timelines and potential issues. The communication plan is reviewed with stakeholders, other project teams if there are dependencies, the Steering Committee members and all core and cross-functional team members. We adhere to written communication as well as periodic team status meetings, and scheduled Steering Committee meetings. We report project status on a weekly basis, at minimum, using our Project Status report.

On Staff Augmentation assignments with the STATE, we are in regular contact with our the STATE personnel and management who are consultants are working directly for, to identify any problems or issues which arise regarding our consultants work quality, quantity or ability to make deadlines. We identify the actual problem, work with our consultant to resolve the problem and keep open communication between all parties, until the problem or issue is resolved.

5. Describe your company's practices in adopting client policies and methods.

We understand that each client already has standard IT practices, templates, procedures, methods, etc that they will require the consultants to follow, and we make every effort to ensure the consultants we have placed at the STATE, follow the these requirements.

For the following questions indicate in each area the extent of knowledge and training your company would be able to offer and whether your company would be able to provide performance with or without guidance, or could teach others.

6. List each type / brand of operating system/ communication system you are experienced with in each category below and make comments.

a) Mainframes:

IBM MVS, IBM 390, IBM DB/DC, TSO, JCL,

b) Midrange / Minicomputer:

HP, AS/400, UNIX, IBM AIX, SUN

c) Client / Server / Distributed Systems

Dell, Compaq, HP, IIS, Weblogic, Apache, LDAP

d) Desktop:

Window NT, Windows 2000, MS Word, MS Excel, Vision MS Project, MS Powerpoint, MS Office, MS Access

e) LAN:

Novel, NT, Token Ring

f) Languages and DBMS:

SQL Server, Oracle, DB2, Sybase, VSAM, IMS DB/DC, PHP, Java, COBOL, Visual Basic, C#, C++, Javascript, COBOL400, MS Frontpage, dot.Net,

7. Describe your products / experience with Databases.

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9. Please describe any experience and deployed solutions in each of the following specific technologies below.

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n/a

- b) Data development

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- d) Data modeling

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Data mapping, conversion and cleanup on over a dozen PeopleSoft implementation and upgrade projects, including Carlson Companies, Pella Windows, BJ Warehouse, Westfield Insurances, Contra Costa County, Allegheny Port Authority, MTA and others.

- h) GIS / ESRI Software / Mapinfo

n/a

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Developed numerous interfaces to outside benefit providers, banks, state agencies, and other recipients of data from PeopleSoft HRMS and PeopleSoft Financial applications.

j) Document management

n/a

k) Telecommunications wide area network

n/a

l) Biometrics

n/a

m) Wireless networking

n/a

n) IT staffing

n/a

o) Graphic / web design

n/a

p) Other

n/a

Client References

IT Solution Specialists, Ltd. (i.e. ITSS) is requesting the STATE evaluate our ITQ proposal response as a Target Small Business (i.e. TSB), per ITQ #DB80200S102, item 1-30.

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| -Westfield Insurance (Ohio) | -Port Authority of Allegheny County (Pennsylvania) |
| -Contra Costa County (California) | -Gateway Computers (North Dakota) |
| -Pella Windows (Iowa) | |

PROFESSIONAL/TECHNICAL COST DATA - CATEGORY 9 – ADMINISTRATION

Cost Data Sheet for ITQ Number #BD80200S102, Version 1.0, Issued June 8, 2001

For Service Category: Administration

Company Name: IT Solution Specialists, Ltd. **Date:** February 03, 2008

DESCRIPTION OF SERVICE	RATE PER HOUR NOT TO EXCEED
Database	\$195
LAN/WAN	\$185
Operating System	\$175
Web	\$185
Messaging	\$195
Security	\$185
Emerging/Niche Technology	\$195

Note: The SP may be able to have additional line items added at a later date to this ITQ, IF it is in the same service category as originally qualified for under the ITQ, and If such a request is approved by the STATE. In such case, an addendum will be issued by the STATE.

Submit additional sheets as necessary. RATE PER HOUR is to be in US dollars and is firm for the duration of ITQ, except that changes to the rates per hour may be made upon approval by the STATE once every 12 months from date of the ITQ execution and no change will be allowed over 5% for each line item without justification. In such case, an addendum will be issued by the STATE.

VENDOR APPLICATION AND W9 FORM STATUS (SECTION 5-2)

IT Solution Specialists, Ltd. has completed the Vendor Application and W9 form and faxed it to the following number on February 2, 2008.

Iowa Department of Administrative Services
General Services Enterprise – Procurement Services
Fax: 515-242-5974

DEBARRMENT, DELINQUENT, AND SUSPENSION LETTER (SECTION 1-19)

IT Solution Specialists, Ltd.

Ashley Super, Purchasing Agent III
Iowa Department of General Services, (DGS)
Hoover State Office Building – Level A
Des Moines, Iowa 50319-0105

February 03, 2008

RE: Debarment, Delinquent, and Suspension Status

Dear Ashley,

IT Solution Specialists, Ltd. certifies that we are not currently delinquent in the payment of taxes or other obligations neither to the STATE government, nor under suspension or otherwise debarred from doing business with the STATE of Iowa, any other STATE, or federal government.

Sincerely,

David Herzog-Principal and CEO

IT Solution Specialists, Ltd.
2806 Ridge Dr
Pittsburgh, PA. 15101

412-580-7501 Main Number
412-580-4852 Dave's Cell

Email: dherzog@ITSS-LTD.com

IT Solution Specialists, Ltd.

"Your Oracle / PeopleSoft Consulting and Staffing Organization"

Corporate Overview

For more than two decades, the founders of IT Solution Specialists have been providing information technology solutions to customers in Banking, Manufacturing, Insurance, Public Sector and Higher Education. During this time we have developed and fine tuned our approach and the methodology used to deliver effective solutions for our customers.

At IT Solution Specialists we don't "sell" you services. Instead, we assist our customers in selecting the services and solutions they need to effectively solve their business problems. We take the time to understand our customers' needs before recommending a solution. IT Solution Specialists can provide the resources for your next project, whether it's project management, full implementation, upgrade, remote support or custom development.

Solutions Focused Consulting

Some of the services we provide are:

- Project Planning and Project Management
- Project Consultations and Evaluations
- Implementations
- Upgrades, Patches and Fixes
- Self-service and Portal technologies
- Fit and Gap Analysis
- Conversions
- Customizations, simple to complex
- Remote Support



Project Methodology

The most important aspect of project methodology is selecting the appropriate methodology and using it effectively in your project. Consultants at IT Solution Specialists have used a variety of methodologies to manage and deliver solutions for their customers. Among them are the PeopleSoft Compass® Methodology, Capability Maturity Model(CMM), SUM® Total and others.

Early in a project, the project manager will work with a client to identify the methodology which integrates best with the customers internal program management standards, processes and methods.

Team Resources

Consulting resources supplied by IT Solution Specialists have excellent skills in functional, project management, technical, or database administration disciplines. They have the experience to get the job done on-time and within budget.

Industry Experience

Our consultants have served Fortune 1000 organizations in the private sector as well as the many government and public sector clients in the Federal Government, County Government, Manufacturing, Banking, and Higher Education.



Staff Additions

If your organization has the internal staff to provide most of the resources for the work effort, but you lack some specific skills to get the job done, IT Solution Specialists can augment your staff with the right skill sets.

Our experience in the industry and our rigorous pre-qualification and sourcing process allow us to present only the truly qualified consultants for your consideration, making the best use of your time and effort.

Partners

No consulting company can provide for all of an organization's needs. That is why IT Solution Specialists has developed partnerships with leading providers in many complimentary disciplines. We can help you select the right partner to satisfy your needs in certain areas that we are not able to provide solutions and resources.

Some of these areas include:

- Managed Application Services
- IT Outsourcing
- Web/Java development
- SOA Architecture
- Oracle eBusiness Software Services

Satisfied Clients

Some of the satisfied clients who benefited from our Consulting Services.

- Port Authority of Allegheny County, PA
- Carlson Companies
- Pella Windows
- Emersion Electric
- National Academy of Sciences
- BJ's Warehouse
- Baker Botts LLC Law Firm
- Westfield Insurance Company
- Contra Costa County, CA

About IT Solution Specialists, Ltd.

IT Solution Specialists is a software consulting firm specializing in upgrades, implementations and staff augmentation services.

Founded by two PeopleSoft project managers who have been consulting since 1996, we are headquartered in Pittsburgh, PA.

For more information, please contact:

IT Solution Specialists, Ltd.
412-580-7501
412-877-8095
administrator@ITSS-LTD.com